## ITIL V4 Foundation - sample questions quiz 02

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Source:	DataSource
Language:	<b>English</b>
Topic:	<u>ITIL</u>
SubTopic:	Quiz
Last Edit By:	<u>DochyJP</u>
LastEdit:	2021-04-14
Document type:	Training
Status:	Active
Access:	free
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Point added for a	correct answer: 1
Points for an inco	orrect answer: 0
Ignore the questi	ons' coefficients: □
Shuffle questions	
oname questions	
1 Which service management dimension is focused on activities and how these are coordinated?	
•	
<ul><li>Partners and s</li></ul>	uppliors
Organizations	
O Information an	
O Value streams	and processes
2 Which is a nurn	ose of the 'service desk' practice?
2 Willeli is a purp	ose of the service desk practice:
•	
	likelihood and impact of incidents by identifying actual and potential causes of
incidents	

To capture demand for incident resolution and service requests
 To set clear business-based targets for service performance

O To maximize the number of successful IT changes by ensuring risks are properly assessed

3 Which value chain activity creates service components?
ullet
<ul> <li>Obtain/build</li> <li>Engage</li> <li>Deliver and support</li> <li>Improve</li> </ul>
4 Which describes the principle 'think and work holistically'?
ullet
<ul> <li>Reviewing service management practices and removing any unnecessary complexity</li> <li>Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner</li> <li>Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative</li> <li>Conducting a review of existing service management practices and decide what to keep and what to discard</li> </ul>
5 What is the purpose of 'supplier management'?
ullet
<ul> <li>To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities</li> <li>To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services</li> <li>To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services</li> <li>To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed</li> </ul>
6 Which practice is responsible for moving components to live environments?
ullet
<ul> <li>IT asset management</li> <li>Change enablement</li> <li>Release management</li> <li>Deployment management</li> </ul>
7 Which ITIL concept describes governance ?

O The four dimensions of service management
O The seven guiding principles
O The service value system
O The service value chain
8 Which practice provides a single point of contact for users?
lacktriangle
O Incident management
O Change enablement
○ Service request management
○ Service desk
9
ullet
$\circ$ 1 and 2
○ 1 and 4
O 3 and 4
○ 2 and 3
10 What is the definition of an event?
ullet
O Any valuable component that can contribute to delivery of an IT product or service
$_{\scriptsize \bigcirc}$ The ability of an IT service or other configuration item to perform its agreed function when required
O Any component that needs to be managed in order to deliver an IT service
$_{\rm \bigcirc}$ Any change of state that has significance for the management of a configuration item or IT service
11 What is a standard change?
ullet
O A change that needs to be assessed, authorized, and scheduled by a change authority
O A change that doesn't need risk assessment because the procedure has been pre-authorized

 $\bigcirc$  A change that doesn't need risk assessment because it is required to resolve an incident

O A change that is assessed, authorized and scheduled as part of 'continual improvement'
12 Which describes the nature of the guiding principles?
○ Each guiding principle mandates specific actions and decisions
A guiding principle can guide an organization in all circumstances
<ul><li>An organization will select one of the principles to adopt</li><li>Guiding principles describe the processes that all organizations must adopt</li></ul>
13 How does 'service request management' contribute to 'obtain/build' value chain activity?
O It collects user-specific requirements, sets expectations and provides status updates
O It analyzes data to identify opportunities to provide new service request options
<ul> <li>It acquires pre-approved service components to help fulfil service requests</li> <li>It ensures users continue to be productive when they need assistance from the service provider</li> </ul>
o it ensures users continue to be productive when they need assistance from the service provider
14 Which is a key consideration for the guiding principle 'keep it simple and practical'?
ullet
○ Start with a complex solution, then simplify
O Ignore conflicting objectives of different stakeholders
<ul><li>Try to create a solution for every exception</li><li>Understand how each element contributes to value creation</li></ul>
Onderstand now each element contributes to value creation
15 Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?
O Deliver and support
○ Engage
Obtain/build
O Design and transition
Submit